Personal

Home & Property

Neighbourhood

Business

City of Richmond

Crime Prevention Guide

City of Richmond
RCMP

Ver. 1, July 2014

Richmond

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Administrative Services & Fees

Administrative Services below are only available at the Main Detachment, 11411 No. 5 Road, Richmond, BC.

RCMP Service Fees (effective January 1, 2014). Note: fees are subject to change.

Service	Fee
Criminal Record Checks	$58.75
Criminal Record Checks—Volunteering *within* the City of Richmond—(with letter)	No Charge
Criminal Record Checks—Volunteering *outside* the City of Richmond—(with letter)	$25.00
Police Certificate (Including finger prints)	$58.75
Fingerprints	$58.75
Pardon Applications/Records Clearance	$58.75
Name Change Applications	$58.75

City of Richmond Consolidated Service Fees Bylaw 8814.
Effective January 1, 2014.

- Payment by debit card, Visa, MasterCard and American Express (cash payments not accepted).
- Photo ID required. Must be a resident of Richmond with current address on ID.
- Hours of Business: Monday–Friday: 8:00 a.m. to 7:00 p.m.
  Weekends and Statutory Holidays: 8:00 a.m. to 5:00 p.m.

For more information regarding these services, please call 604-278-1212.

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Message from the Mayor

On behalf of City Council and the residents of Richmond, I would like to congratulate the City of Richmond and the Richmond RCMP on the completion of the 2014 Crime Prevention Guide.

Community safety is one of the top priorities of Richmond City Council. The City of Richmond and the Richmond RCMP have done a tremendous job in addressing the needs of our citizens by improving crime prevention services in both the local residential and business communities. The 2014 Crime Prevention Guide will enable individuals to acquire useful crime prevention information and strategies on four key topics: Personal, Home & Property, Neighbourhood, and Business Security.

My best wishes to all contributors and users of the 2014 Crime Prevention Guide.

Malcolm D. Brodie
Mayor, City of Richmond

Message from the Officer In Charge

The Richmond RCMP Detachment's long-term strategic goal is "Safe Homes and Safe Communities" and consults regularly with City Council and senior City staff to identify opportunities for improved service for the local residential and business communities. From this planning process, the strategic plan identified five priorities:

1. Youth;

2. Community Engagement;

3. Property Crime;

4. Traffic Safety, and;

5. Organized Crime.

Property Crime was further broken down into Commercial and Residential Break and Enters and in response to this priority, I am pleased to announce the City of Richmond's Crime Prevention Guide.

This free community-focused guide provides personal and property safety information to encourage active participation in crime prevention techniques.

Crime prevention techniques help build and maintain safe homes and businesses, and support a safe community.

Superintendant Rendall Nesset
Richmond RCMP

Crime Prevention Programs

The Richmond RCMP Crime Prevention programs provide the public with information on effective ways to prevent and reduce crime while promoting public awareness of crime prevention.

The Richmond Crime Prevention Guide focuses on four key sections:

1. Personal Security

2. Home and Property

3. Neighbourhood

4. Business

Each section provides valuable information enabling you to learn how to make an active contribution to your personal safety, the safety of your family, friends and the community.

1. Personal Security

When & How to Call the Police

- If you discover a crime in progress and the suspect(s) is/are present, call 9-1-1.
- If the suspect has left and the crime has already occurred, do not touch anything and call the Police non-emergency number at 604-278-1212.
- Report all criminal activity to the Police. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212.
- Write down the suspect's description: sex, race, height, weight, clothing, vehicle details, direction of travel and licence plate number.

When Calling the Police

- Remain calm.
- Give your name, phone number and address.
- Explain what is happening, what you saw, or the suspicious incident.
- If using a cell phone, state the city you are calling from.
- Stay on the line until you are told to hang up.
- Do not assume someone else has already called the Police.

What Happens When You Misdial 9-1-1 in Richmond

A 9-1-1 misdial is when you accidentally call 9-1-1 and hang up. To ensure your safety, the 9-1-1 Operator must call you back. Although it may be your instinct to hang up, this is actually the wrong thing to do.

If you misdial 9-1-1:

- DON'T HANG UP!
- Remain calm.
- Stay on the line.
- Let the 9-1-1 Operator know you misdialed and that you are safe.
- Do not hang up until the 9-1-1 Operator tells you to do so.
- If you cannot speak English, simply say your language (i.e., Mandarin, Punjabi, etc.) and a translator will assist you.
- If you hang up immediately after misdialing 9-1-1, the 9-1-1 Operator will call you back to ensure your safety. Please answer the phone and follow the above steps.

Protect Your Cell Phone and Electronic Devices from Theft

Here are some tips on how to protect yourself and your cell phone/electronic device:

- If someone demands your phone or electronic device, don't resist. Give them what they want–you can replace your belongings.
- Be aware of your surroundings; don't be so fixated on your phone or electronic device that you lose touch with what is happening around you.
- Be discreet when using your phone or electronic device, keep it securely tucked away when not in use.
- Don't lend your phone to someone you do not know.
- If someone asks you for the time, use your watch–not your cell phone.
- Password protect your phone/electronic device and use a timed screen lock.
- Keep a record of the make, model and serial number of your phone/ electronic device in the event it is lost/ stolen.
- Install an app to track your phone so that if it is stolen, you'll be able to remotely lock it.

Websites to help secure your phone/electronic device:

www.blackberry.com (App: blackberry protect)

www.apple.com (App: Find My Phone)

www.mylookout.com (App: Lookout-Android)

Personal Safety Tips

- Report suspicious persons or vehicles immediately to the Police by calling 9-1-1.
- Never confront suspects involved in any type of criminal activity—call 9-1-1.
- Install a 180-degree peephole in your door and use it before opening the door. Don't open your door to strangers!
- If you will be away, arrange for someone to pick up your mail.

Personal Security continued . . .

How to Report Lost or Stolen Identification

Report identification documents lost or stolen in Richmond to the RCMP at 604-278-1212.

- Cancel your credit cards. If you do not report a lost or stolen credit card immediately, you could be liable for any losses.
- Report it to your bank.
- Contact Canada's main credit reporting agencies:

  Trans Union Canada:
  www.transunion.ca

  Equifax Canada:
  www.consumer.equifax.ca/home/en_ca
- Ask each agency to send you a copy of your credit report and discuss with them whether you should have a fraud alert placed on your file.

Personal Identification Safety Tips

- Do not give out any personal information (including your credit card number) over the phone unless you initiated the call.
- Do not carry identification not required regularly (i.e., Social Insurance Card, birth certificate, etc.).
- Keep an up-to-date inventory of your identification. If you lose or have your identification stolen, notify the issuer and file a Police report.
- Create passwords combining letters and numbers, using upper and lower case; do not use a password that could be easily guessed like your name, date of birth, or pet's name.
- Always use a variety of passwords.
- Shred all documents containing personal/banking information prior to discarding.

Preventing Identity Theft

Identity theft involves stealing or misrepresenting the identity of another person or business by using their personal or credit card information without their knowledge or consent to open a credit card or bank account or obtain cash or goods.

- Use caution with on-line transactions. Be sure the site is secure, a privacy policy is posted and the company is reputable.
- Never post your phone number, address or Social Insurance Number on the Internet.
- Sign all credit cards when you receive them.
- Get to know your billing schedule. Late arrivals of statements and bills may indicate your mail has been stolen. Contact the issuer of the statements to see if they are delayed. If you suspect your mail has been stolen, notify the Police, call your bank and credit card companies to have them check your accounts and credit cards for any suspicious activity.
- Never disclose your PIN (Personal Identification Number) to anyone.
- Avoid mail or telephone solicitations, disguised as promotions or surveys, offering instant prizes or awards designed for the purpose of obtaining your personal details, including credit card numbers.

Pedestrian Safety Tips

Safe walking tips:

- Always use a designated crosswalk.
- Always make eye contact with drivers when crossing the street. Never assume that a driver has seen you.
- Remove your earbuds/headphones and never talk, text or use electronic devices in an intersection.
- Wear reflective materials at night to increase your visibility. This is especially important in wet weather and dark conditions when drivers may not be able to see you.
- For more information visit **www.richmond.ca/safety/police/personal/pedestrians**.

Tips for Drivers

- Always be on the lookout for pedestrians – especially in dark, wet weather when visibility is limited, at intersections and near transit stops where pedestrians will be coming and going and may not use crosswalks.
- When turning at an intersection, scan the crosswalk to make sure there are no pedestrians crossing.
- If a vehicle is stopped in front of you or in the lane next to you, they may be yielding for a pedestrian, so be prepared to stop.

2. Home and Property

Home & Property Security Checklist

Do you know how secure your home is? If you answered no, use the following security checklist to learn how to improve your home's security.

Do all exterior doors have a deadbolt?

❑ Yes ❑ No

Tip — *Install a deadbolt with a 1-inch throw (the part that extends into the door frame) on all exterior doors, including the door from the garage.*

Does your sliding glass door open on the inside of the frame?

❑ Yes ❑ No

Tip — *If so, install a wooden stick in the bottom of the frame or a patio-locking bar at waist level to prevent prying.*

Do your sliding windows have a secondary lock?

❑ Yes ❑ No

Tip — *Install a sliding window lock or use a piece of wood cut to fit snugly into the bottom track to prevent the window from being forced open.*

Are windows near doors reinforced?

❑ Yes ❑ No

Tip — *Glass near a door lock can be easily broken, allowing a criminal to unlock the door from within. You can reinforce windows by adding a polycarbonate panel (available at local home improvement stores).*

Are there clear views of all windows and doors from the street?

❑ Yes ❑ No

Tip — *Trim trees and shrubs that block sight lines to your windows and doors, particularly first floor windows.*

Are motion sensor lights around your home?

❑ Yes ❑ No

Tip — *Install exterior lighting to eliminate dark areas around your doors and windows.*

Can you see who is at your door without having to open it?

❑ Yes ❑ No

Tip — *Install a wide-angle lens peephole.*

Do you store your valuables in a safe deposit box at your bank?

❑ Yes ❑ No

Tip — *Burglars know all the usual hiding spots in your home. The best place to keep your valuables is in a safe deposit box at your bank.*

If you have an alarm system, do you always use it?

❑ Yes ❑ No

Tip — *Always set your alarm, even while sleeping.*

Tip — *Keep a photographic inventory of your home and all your possessions, this will help in the event you need to make an insurance claim. Record the make, model and serial number of your valuables.*

Do you know your neighbours? Are you part of a Block Watch?

❑ Yes ❑ No

Tip — *Knowing your neighbours and being part of a Block Watch can help prevent criminal activity in your neighbourhood.*

For more information on securing your home, please visit www.richmond.ca/homesafety.

3. Neighbourhood

Block Watch

Block Watch is a free, community-based, crime prevention program aimed at helping residents organize their neighbourhoods to help prevent crime in the community. Block Watch works if neighbours get to know one another, they may be the first to notice a suspicious person and call the Police. When neighbours work together, they can prevent crime in their neighbourhood the most effective way—before it happens.

A volunteer from each neighbourhood is needed to be the Block Watch Captain. The Block Watch Captain goes door-to-door registering their neighbours and distributing Block Watch manuals.

For more information, please visit:
www.richmond.ca/blockwatch or call 604-713-2340.

Email Break and Enter Alerts

Email your name and street address to **blockwatch@richmond.ca** to receive an email alert should a residential break and enter occur in your neighbourhood.

Criminal Activity Maps

The Richmond RCMP Criminal Activity Maps show where recent property crimes have occurred in Richmond, British Columbia, Canada. This information is distributed to raise awareness and help educate property owners on crime prevention techniques.

You can select the information to be displayed by:

- crime locations;
- crime type; and
- date.

After opening the map, click on any of the crime markers (dots) for the crime details and on Prevention Tips for specific crime prevention information.

Visit the Criminal Activity Maps at **www.richmond.ca/crime** or scan this code on your Smartphone.

To read the Crime Prevention newsletters, please visit:
www.richmond.ca/safety/police/news/crprevention-news.htm

Vehicle Security

Auto Theft is a crime of opportunity and is preventable. Always lock your vehicle doors. Remove items from your vehicle and you will avoid the cost and time spent on vehicle repairs and the replacement of your stolen items. If you must leave something in your vehicle, make sure it is locked in your trunk before you arrive at your final destination.

Global Positioning Systems (GPS) are commonly stolen from vehicles. Your vehicle's window can be smashed and your GPS stolen in less than 30 seconds. Your GPS is usually programmed with your home address and if your garage door opener is also stolen from your vehicle, the thieves have easy access to your home. Store your GPS in a secure location when not in use and get a garage door opener that fits on your key ring instead of one that clips on your visor.

If your vehicle has been broken into, always call the Police to report it, include the vehicle details: make, model, year, colour, address of where the vehicle was located, time you left the vehicle, and what was stolen from the vehicle. If your vehicle was parked in Richmond, call the Richmond RCMP non-emergency line at 604-278-1212.

Licence Plate Theft is a common occurrence. Plates are stolen and placed on other vehicles, which are often used to commit other crimes. Check your plates (front and back) daily, and if your plates are missing or if they have been replaced with other plates, call the Richmond RCMP (non-emergency) 604-278-1212. The Police will give you a file number, take this file number along with your insurance documents and your identification (with your remaining plate) to any Autoplan Broker's office. Your Broker will provide you with a new set of license plates and new insurance documents.

Vehicle Safety Tips

- Park in well-lit areas, near pedestrian traffic.
- Use an anti-theft device.
- Place packages or personal property in the trunk.
- Remove your garage door opener from your vehicle. If your vehicle is stolen or broken into, thieves have access to your garage and home.
- If you have gated parking, wait for the gate to close after you enter.
- Never leave your car keys unattended (e.g., in a gym locker).

For more information about securing your vehicle, please visit:
www.richmond.ca/safety/police/personal/vehicle.htm

4. Business

Business Link

This program's focus is to educate businesses in crime prevention strategies to help reduce crime. Email your business name and street address to **RCMP_Business_Link@richmond.ca** to receive an email alert should a commercial break and enter occur in your neighbourhood. Visit **www.richmond.ca/crime** for the Richmond RCMP Criminal Activity Maps showing where recent property crimes have occurred. For business security tips, visit **www.richmond.ca/businesslink**. To read the Richmond RCMP Business Link newsletters, visit **www.richmond.ca/safety/police/news/bizwatch.htm**

Business Security Tips

If you discover a crime in progress, and the suspect(s) is/are present, call **Call 9-1-1**.

If the suspect(s) has left, do not touch anything and call the Police non-emergency number at 604-278-1212.

Report all criminal activity to the Police. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212.

Write down the suspect's description: sex, race, height, weight, clothing, vehicle details, direction of travel, and license plate number.

TIP: Display your address clearly on both the front and rear of your building to assist emergency responders.

Employee Safety

- Keep your personal belongings in locked cabinets.
- Employees working late at night should use the "buddy system" when walking to their vehicles.

Exterior Lighting

- All entrances should be well lit or lit by motion detector lights.
- Install anti-tampering cages over outdoor light fixtures to protect the light bulb.
- Replace burned-out or broken lights immediately.
- Outdoor light fixtures should be clean and utilize the proper light type, i.e., high-pressure sodium bulbs to maximize lighting effectiveness.
- For employee safety, ensure proper lighting coverage of all vehicles in your parking lot.

Doors

- Use good quality deadbolts (with 1 inch throw—the throw is the part that extends into the door frame when locked) on all exterior doors.
- Install an anti-pry metal plate on all exterior doors. Anti-pry plates are bolted to the door and cover the gap between the door and the door frame (see photo).
- Glass doors should be reinforced with security film or window bars.
- Install height strips on all exit doors.
- Ensure all exterior doors, windows and gates are locked at the end of the day.

Bay Doors

- Bollards (rigid posts) can be installed to protect vulnerable areas such as glass doors or in front of bay doors.
- Bollards should be installed close together to block vehicles from driving through.
- Removable bollards can be lowered or removed to allow access.
- "Barn door braces" can be installed to reinforce bay doors.
- A good quality padlock should be installed on the interior of the bay door.

Windows

- Security film, quick-release window bars or roll down shutters should be installed on glass doors or windows to reinforce the glass.
- Windows that open should have secondary locks installed.
- Windows should be free of clutter, frosting or advertising to allow visibility in and out of the business.

For more information on securing your business, please visit **www.richmond.ca/businesslink**.

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GRC
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POLICE

Important Contact Information

If it is an emergency (police, fire, and ambulance), call 9-1-1

Police Non-Emergency Calls Only 604-278-1212

Block Watch 604-713-2340

Business Link Crime Prevention Team 604-207-4829

Richmond RCMP Main Detachment
11411 No. 5 Road
Richmond, BC V7A 4E8
Main Switchboard 604-278-1212

Richmond Fire-Rescue
6960 Gilbert Road
Richmond, BC V7C 3V4
Non-Emergency Calls Only 604-278-5131

Richmond City Hall
6911 No. 3 Road
Richmond, BC V6Y 2C1
Main Switchboard 604-276-4000

Community Bylaws 604-276-4345

Richmond Public Works
5599 Lynas Lane
Richmond, BC V7C 5B2
Main Switchboard 604-244-1262

City of Richmond/Public Works Requests—Works Yard 24 Hour Emergency Calls 604-270-8721

Crimestoppers (www.solvecrime.ca) 1-800-222-8477

City of Richmond
6911 No. 3 Road, Richmond, BC V6Y 2C1
Telephone: 604-276-4000
www.richmond.ca